College WiFi Network
Frequently Asked Questions

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Problem: I can't connect to the wireless network in a particular room or location on campus.

Answer: If the wireless network signal is too low, you will not be successful connecting to the wireless network.

Problem: I've already authenticated to the College WiFi network and I thought it was supposed to automatically connect after that.

Answer: If the wireless network signal is too low, your device will not be successful connecting to the wireless network.
-OR- For some computers you need to select the "College WiFi" network and then it will connect. Especially if there are one more than one named wireless networks in the area.

Problem: I have to enter my MyPortal ID and password every time I want to connect to the College WiFi. I thought I didn't have to do this anymore.

Answer: For Windows OS computers (OS 7): Look under security settings. Look for the SSL setting. It may be under Advanced. Make sure SSL 2.0 and 3.0 are On.

Problem: I entered my MyPortal ID and password on my Smartphone to connect to College WiFi and it is not connected. I know my password is correct because I am able to log into MyPortal.

Answer: If for some reason you miss typed your password or something went wrong during the login process on the Smartphone, you will need to start over and re-enter your ID and password again.

Some Smartphones are not smart enough to let you do this. So you need to "**Forget**" the College WiFi network to start over. Go to **Settings**, and look for Wifi or wireless. There should be an option to "**Forget**" the 'College WiFi' wireless network. **Exit** Settings. Now select the College WiFi network and it should ask you for your login ID and password again.

Problem: I've tried many times and I cannot get connected to the College WiFi wireless network on my Apple laptop.

Answer: Go to **System Preferences** and select **Network**. Select **Wi-Fi** on the left side. Look for the wireless network 'College WiFi' on the right side of the window. Click on the *Forget* or *Disconnect* button. This may look different for the different Apple OS versions. This essentially lets you start over again. Close this window. Now choose the 'College WiFi' and it should bring up a login box.

Problem: When I try to log into the College WiFi it asked me to choose a type of network.

Answer: Choose **WPA2 AES**.

All else Fails: "Forget the Network" to start over

Answer: Even though you have authenticated to the College WiFi network, it is still not connected to the wireless network. Sometimes mobile devices get confused. So it is best to start over. There should be a "Forget the Network" option under Settings for WiFi.

For iOS devices do the following:

To "Forget" a network on an Apple IOS device:
-Go to **Settings**.
-Next select **WiFi**.
-Select "**College WiFi**".
-If you are already connected to "College WiFi", another screen appears and there will be a choice to "**Forget This Network**". **Click** on "**Forget This Network**".
-Now try to connect to "**College WiFi**" again. This means you will need to enter your *CWID* and *MyPortal password* to connect to the wireless network.
-Click on "**Join**".
-If another screen appears about a *certificate* (this is what provides the security) - look for "**Trust**" in the upper right and **click** on it. This should complete the connection.

If you use an **Android** device, there should be a similar option under settings to remove or forget the "College WiFi" network. This will allow you to start over.